Angel Maciel

Atlanta, Georgia

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Portfolio: maciel23.github.io/portfolio/

PROFESSIONAL SUMMARY

AWS-certified professional with hands-on experience in Python, SQL, and system monitoring tools (Splunk, AppDynamics) to support and optimize enterprise-scale applications. Strong foundation in SDLC, production support, and data analysis, with growing skills in cloud infrastructure, automation, CI/CD, and modern web technologies. Actively pursuing opportunities in web design, cloud engineering, DevOps, and full-stack development.

SKILLS

- Programming: Python, Java, JavaScript, SQL, XML, HTML, CSS
- Tools: (Lambda, DynamoDB, SDKs), Splunk, AppDynamics, Wireshark, JIRA, Android Studio, SoapUI, RTC
- Competencies: Data Analysis, Cybersecurity, Project Management, Cloud Computing
- Management Consulting Project Management, Data Analysis and Visualization, JIRA, CLM, Machine Learning and AI
- Languages: English (Fluent), Spanish (Fluent)

EXPERIENCE

Deloitte Consulting   **January 2022 - Present**
Government Public Services (GPS) Consultant
IRS Business Tax Account (BTA) / Clean Energy Systems:
- Monitored application operability, enabling tax filing for 31M Americans and facilitating ~$50M in payments by 450k+ unique users.
- Triaged 200+ incidents for IRS BOLA and Clean Energy systems, leveraging root cause analysis and incident management.
- Designed Splunk and AppDynamics dashboards for executive clients, streamlining application performance monitoring.
- Supported 12 deployments and 30+ maintenance windows, maintaining 98% availability for IRS Business Online Account, expanding Deloitte's IRS presence.
- Tested and resolved defects on the Application Development team, implementing new features, supporting production, and conducting data analytics.
- Prepared and delivered client presentations, communicating insights and updates to senior stakeholders effectively.
- Designed streamlined processes, reducing project turnaround time by 15% and boosting efficiency.
- Collaborated with cross-functional teams, including consultants and experts, to deliver high-quality solutions.
- Conducted tabletop sessions, training stakeholders on production support processes.
- Support proposal development, aiding in successful client and project acquisitions.
- Engaged in networking events and client meetings, fostering relationships and expanding Deloitte's business presence.

California Healthcare Eligibility, Enrollment, and Retention System (CalHEERS):
- Served as Functional Business Analyst on the Application Development team.
- Tested and validated portal functionality, managed Change Requests (CRs), and enhanced system features.
- Collaborated with state agencies and integrated with external systems (Federal Data Services Hub, MEDS, SAWS).
- Conducted SQL data profiling, documentation updates, and drafted use cases for system enhancements.

Amazon   **July 2020 – November 2021**
Fulfillment Associate
- Played a pivotal role in a high-volume distribution center, processing and packaging an average of 200 customer orders per shift.
- Consistently exceeded individual and team productivity targets, enhancing overall departmental efficiency and earning recognition for outstanding performance.
- Mentored new team members, offering hands-on training and guidance to facilitate their successful integration into the fulfillment operations.

Kohls   **October 2017 - July 2020**
Operations Associate
- Collaborated with a dynamic team to ensure accurate and efficient processing of online orders, exceeding daily targets by 20%.
- Demonstrated exceptional attention to detail while picking, packing, and shipping customer orders, maintaining a 99.9% order accuracy rate.
- Contributed to a streamlined workflow by efficiently restocking shelves and replenishing inventory, reducing out-of-stock instances by 15%.
- Trained and mentored new team members, facilitating their seamless integration into the fulfillment operations and fostering a culture of continuous learning.

EDUCATION

Georgia State University, J. Mack Robinson College of Business - Atlanta, GA   **August 2018 - December 2021**
Bachelor of Business Admin. Computer Information Systems. Cyber Security track
- Courses: Systems & Network Security, System Analysis, Database Management, Managing IT Projects, Intro to Programming, Business Analysis

University of North Georgia - Gainesville, GA   **August 2015 - August 2017**
Associate of Science

PROJECTS

- Instagram Clone App: Developed an unpublished app using Java and Android Studio
- Arcade-Style Game: Built a PC game with Python and Pygame
- Pong Android Game: Created with Java and APIs

CERTIFICATIONS

- CompTIA Security+ ce Certification – Issued December 2024
- Industry Proficiency Foundation: Government & Public Services Deloitte – Issued
- December 2024
- Splunk Core Certified User – Issued December 2023
- AppDynamics Verified Core APM Cisco – Issued November 2023
- AWS Certified AI Practitioner – Issued September 2025
- AWS Certified Cloud Practitioner – Issued October 2023
- AWS Certified Developer Associate – Issued December 2022
- IBM: Introduction to Cybersecurity Tools & Cyber Attacks – Issued Jun 2021
- IBM: Cybersecurity Roles, Processes & Operating System Security – Issued Jul 2021
- LinkedIn: Python for Students – Issued Jun 2021
- LinkedIn: Excel 2019 Essential Training – Issued Aug 2020
- Google: Foundations: Data, Data, Everywhere – Issued Jun 2021

MENTORSHIP

Deloitte Onboarding Advisor (OBA) Firm Initiative
- Facilitated engaging and informative orientation sessions, delivering essential information on company policies, resources, and opportunities for career development.
- Conducted one-on-one meetings with new hires to understand their career goals and provide personalized guidance on navigating the firm's internal networks and support systems.

Deloitte PMO Georgia State Campus Recruiting   **July 2023 - Present**
- Played a pivotal role in the execution and coordination of campus recruiting efforts, supporting the project management office in identifying top-tier talent for the firm's diverse initiatives.
- Contributed to the design and implementation of process improvements within the PMO, optimizing efficiency and effectiveness in campus recruiting operations.
- Collaborated closely with cross-functional teams, including campus recruiting managers and stakeholders, to streamline the end-to-end recruitment process and ensure a consistent and positive candidate experience.

Association for Information Technology Professionals   **September 2020 – December 2021**
Member